

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Education & Employment Navigator
<b>REPORTS TO:</b>	Manager of Professional Services
<b>DIRECT REPORTS:</b>	None
<b>FLSA STATUS:</b>	Non-Exempt
<b>SALARY BAND:</b>	WDCSC Band A - \$21 - \$24/hr

**SUMMARY:** Education and Employment Navigators work on various grant funded projects serving a wide range of populations. At the core, most projects involve working with training providers, service providers, employers and participants or students with an ultimate goal of employment. Typical projects range in length from one to five years. Examples of these projects could include working with students whom are training for careers in healthcare as Nurses, Medical Assistants, CNA's, Phlebotomists, etc... Or, another example could include working with individuals and/or families that are at risk of homelessness by conducting individual assessments, developing employment plans and working with service providers to purchase individualized job skill and training services to help clients on a path to self-sufficiency. Or, a final example could include working at a WorkSource Center developing a county wide training program geared toward improving employment and training services provided to individuals with disabilities.

The Workforce Development Council Snohomish County (WDSCS) is a recipient of multiple funding sources in addition to the Workforce Investment Act. Based on the knowledge, skills and abilities of employees and the business needs of the company, employees may be assigned additional duties as needed.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### **Business:**

- Conduct employer outreach and actively research potential job opportunities to assist participants and/or students enter employment. This could range from students completing training in healthcare, to individuals with disabilities accessing the WorkSource system to individuals or families who are at risk of becoming homeless.
- Identify and solicit commitments from possible sources of employment.
- Develop and maintain relationships with prospective employers in a wide range of industries depending on project needs.
- Attend industry meetings and events to maximize communications and gain a detailed understanding of the sector and employment opportunities.
- Organize and host labor exchange and hiring events for employers utilizing and leveraging key partners and stakeholders throughout the county

#### **Participant:**

- Provide participants and/or students with individual job placement assistance. This includes: Resume writing, interviewing, job search tools and strategies, job referrals, job

development and assistance with employment barrier resolution through providing direct support and referrals to appropriate resources.

- Provide participants and/or students with job development related workshops. This could include: Resume writing, interviewing and job search tools and strategies.
- Assist participants and/or students utilizing a strengths based approach with employment barrier resolution by identifying and troubleshooting potential barriers early and referring to appropriate resources. This could include working as part of a case management team in developing individualized employability/employment plans and also includes providing direct one on one support to help individuals overcome barriers to employment. This may also include assisting individuals with negotiating reasonable accommodations as needed.
- Work closely with training provider staff & faculty, community partners, employers and WorkSource staff to refer candidates to appropriate positions.
- Provide participants and/or students the individual program advising and tracking needed to negotiate between instructional programs, supplemental instructional services, academic advisors, student services, and community resources including housing providers and community rehab employment providers to meet individual needs and/or goals.
- Work closely with community partners, community college staff, the WorkSource system and other resource partners to assist participants and/or students with retention and student success.

**Program:**

- Track all job development activities, workshops, placements and obtained employment. Using this data, develop monthly or quarterly activity and outcome reports depending on the needs of the project.
- Prepare, submit and present all reports, updates and information to partners. Data will be collected via the WorkSource Management Information System, SKIES, and on program specific spreadsheets.
- Perform related duties as assigned.

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**ESSENTIAL SKILLS AND EXPERIENCE:**

- Bachelor's degree in career development, education, psychology, communications, social services, or other related field.
- Demonstrated experience in career development, job development and individualized job placement (preferably with some experience in healthcare) required.
- Ability to provide Career Coaching.
- Ability to develop and facilitate engaging career development related workshops to groups.
- Ability to use strengths based approach to employment planning, placement and support.
- Previous experience developing relationships with prospective employers.
- Ability to work independently yet maintains frequent communication with your supervisor to effectively represent the WDCSC with both partners and the community at large.
- Possess excellent critical thinking and decision making skills, which includes regular communication with your supervisor to ensure tasks and project goals are in alignment with contract scopes of work and overall strategic outcomes.

- Proven ability to work collaboratively with supervisors, co-workers, partners, and other community members to identify and achieve common goals. Ability to flexibly meet competing demands of participants, employers, partners and team members while maintaining focus on scope of role to achieve grant outcomes. Effective human services skills such as coaching, mentoring, supervision, client motivation, and tracking of such services required.
- Demonstrated knowledge and ability to effectively connect participants with complex needs to appropriate community resources
- Demonstrated ability to communicate complex information in an accessible manner tailored to the audience which includes participants, partners, presentations, etc.
- Demonstrated organizational and office skills in developing, managing and tracking program materials, processes, and procedures.
- Demonstrated sensitivity to the needs of TANF, immigrant and low income populations, dislocated workers, individuals at risk of homelessness and persons with disabilities.
- Ability to personify a pleasant and friendly atmosphere to the general public, staff, management, and the Board.
- Knowledge of community college enrollment processes.
- Knowledge of employment issues faced by people with disabilities and families at risk of homelessness.
- Ability to communicate effectively both orally and in writing.
- Very comfortable and adept at using computer and mobile computing technology like Wi-Fi, laptops, smart phones, Microsoft Office products, Google web based products, databases, etc.
- Ability to effectively transition between multiple work locations.

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**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

Ability to perform a range of physical motions including but not limited:

- Frequently sits for extended periods while performing desktop activities.
- Repetitively uses hands and wrists on computers and telephone.
- Dependable transportation.